

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of)
Howard M. Lee) Group Art Unit: 3628
)
Serial No. 10/691,777) Examiner:
) Borissov, Igor N.
Filed: October 22, 2003)
)
For: Business Performance And Customer Care)
Quality Measurement)

AMENDMENT AFTER ALLOWANCE UNDER 37 C.F.R. § 1.312

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Examiner Borissov:

The above-identified patent application was allowed on March 22, 2010.
This paper is included with payment of the issue fee. Please enter the following
amendments prior to issuance of the patent application.

Amendments to the Claims are reflected in the listing of claims, which begins
on page 2.

Remarks begin on page 13.